

**County of San Diego, Health and Human Services Agency (HHSA)
Cash Assistance Program for Immigrants (CAPI) Program Guide**

Notices of Action (NOA)

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99-106.2

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Revision Date:

August 3, 2016

Background:

This section provides information the NOA requirements for CAPI.

Purpose:

To provide the NOA requirements for CAPI.

Policy:

NOAs are required when the applicant/recipient is to be notified of actions regarding:

- Eligibility for assistance
- Denial
- Discontinuance
- Changes in benefits due to changes in circumstances

The California Department of Social Services (CDSS) has developed CAPI NOAs. Shelf stock is available and the notices are in CalWIN.

1. Adequate NOA

An adequate NOA informs the applicant/recipient of:

- The action being taken
- The reasons for the action
- The regulations supporting the action
- An explanation of the right to request a state hearing.

An adequate NOA is required for applicants regarding the application action and for certain discontinuances where timely notice is not required. An adequate NOA is always required.

2. Timely NOA

A timely NOA is an adequate NOA and is mailed to the recipient at least 10 days prior to the effective date of the action. The 10 days does not include the day the NOA is mailed or the effective day.

The table below shows the different types of actions and the requirement for timely and adequate notice.

Action	Adequate NOA?	Timely NOA?
Granting	Yes	No
Denial	Yes	No
Discontinuance	Yes	Yes
Change in payment	Yes	Yes

3. Exceptions to Timely NOA:

The following are exceptions to the timely notice requirements:

- Information concerning death
- Clear written statement of recipient's wish to have case discontinued,

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- Verbal request for discontinuance (written request to be made and documented in case comments)
- Admission to ineligible institution
- Whereabouts unknown
- Verified acceptance for assistance in another county
- Time-limited special allowances when prior timely notice has been given.

4. Automated NOAs:

The state-developed NOAs are in CalWIN. Any NOA that does not have Manual Variables will be mailed automatically in Batch. All others will remain in On-Line mode until the manual variables are entered and either printed immediately or sent in Batch. The need to complete information and then mail the NOA must be considered in meeting timely NOA requirements.

5. Manual NOAs:

A manual NOA is used when an automated NOA is not available or there is not enough time to generate, complete, and mail a NOA to meet timely NOA requirements.

6. Rescinding NOAs

When an action to deny or discontinue is being rescinded, send the applicant/recipient a NOA of the rescission action. The rescission action may be noted on a granting NOA in the case of a denial or may be part of a change NOA in the case of a discontinuance action. Even when there is no change in the amount of benefits being issued from the current month to the future month, send the recipient a NOA rescinding the discontinuance action.

Procedure:

Follow the actions in the policies above to ensure that the applicant/recipient is properly notified of case actions.

Program Impact/s:

None.

References:

MPP 22-071 and 22-072

Sunset Date:

This policy will be reviewed for continuance on or by 08/31/2019

Authorization for Release:

A handwritten signature in blue ink, appearing to read "Rick Wanne", followed by the date "8-3-14".

Rick Wanne, Director
Eligibility Operations